

## Transcript: Pearl

**Rojas-6566566240108544-4954248938962944**

### Full Transcript

Hi, good afternoon. Thank you for calling back again on your card. You're going to move up in the queue, please. Yes, this is Keisha Hudson. And how can I assist you? Yes, I was on the application for the benefits and the card. Um, I don't want that, so they told us to give you a call. Okay. What's the name of the staff agency you work for? Uh, Surga Staffing. I'm sorry, which? Surga Staffing. Surga? Mm-hmm. S-U-R-G-A. Surga. Sur-... I'm sorry, Surga Staffing. Okay. And what are the last four digits of your social? 4583. 4583, can you bear with me? And repeat your name for me? I'm sorry, say it again. Repeat your name for me. Keisha Hudson. And how long have you been working for Surga? Uh, I'm doing the application now. I haven't started working with them. Okay, so we don't have your information yet because you're barely filling out the application. Okay. So we can do one of two things. I can create you an account and get you opted up today, but I will need your full social name, address, date of birth, phone number and email. Or we can wait until Surga sends over your information. They do give you 30 days after receiving your first paycheck to decline. Okay. It's just however you prefer. Okay. I'll just wait till they send over the information. All righty. Thank you so much for calling. You have a great day. All right. You too. Thanks.

### Conversation Format

Speaker speaker\_0: Hi, good afternoon. Thank you for calling back again on your card. You're going to move up in the queue, please.

Speaker speaker\_1: Yes, this is Keisha Hudson.

Speaker speaker\_0: And how can I assist you?

Speaker speaker\_1: Yes, I was on the application for the benefits and the card. Um, I don't want that, so they told us to give you a call.

Speaker speaker\_0: Okay. What's the name of the staff agency you work for?

Speaker speaker\_1: Uh, Surga Staffing.

Speaker speaker\_0: I'm sorry, which?

Speaker speaker\_1: Surga Staffing.

Speaker speaker\_0: Surga?

Speaker speaker\_1: Mm-hmm. S-U-R-G-A.

Speaker speaker\_0: Surga.

Speaker speaker\_1: Sur-... I'm sorry, Surga Staffing.

Speaker speaker\_0: Okay. And what are the last four digits of your social?

Speaker speaker\_1: 4583.

Speaker speaker\_0: 4583, can you bear with me? And repeat your name for me?

Speaker speaker\_1: I'm sorry, say it again.

Speaker speaker\_0: Repeat your name for me.

Speaker speaker\_1: Keisha Hudson.

Speaker speaker\_0: And how long have you been working for Surga?

Speaker speaker\_1: Uh, I'm doing the application now. I haven't started working with them.

Speaker speaker\_0: Okay, so we don't have your information yet because you're barely filling out the application.

Speaker speaker\_1: Okay.

Speaker speaker\_0: So we can do one of two things. I can create you an account and get you opted up today, but I will need your full social name, address, date of birth, phone number and email. Or we can wait until Surga sends over your information. They do give you 30 days after receiving your first paycheck to decline.

Speaker speaker\_1: Okay.

Speaker speaker\_0: It's just however you prefer.

Speaker speaker\_1: Okay. I'll just wait till they send over the information.

Speaker speaker\_0: All righty. Thank you so much for calling. You have a great day.

Speaker speaker\_1: All right. You too. Thanks.